

INDEX

to

CORNELL HOSPITALITY QUARTERLY

Volume 50

Number 1 (February 2009) pp. 1-132

Number 2 (May 2009) pp. 133-272

Number 3 (August 2009) pp. 273-388

Number 4 (November 2009) pp. 389-588

Authors:

- AGARWAL, SANJEEV, see Dev, C.
ANDERSON, CHRIS K., and XIAOQING XIE, "Room-Risk Management at Sunquest Vacations," 314.
BECK, JEFFREY A., see Knutson, B. J.
BROWN, JIM, see Dev, C.
BURDETT, KENNETH, see Kelly, T. J.
CANINA, LINDA, "From the Editor," 6, 138, 278, 394.
CANINA, LINDA, see Enz, C. A.
CHA, JAEMIN, see Knutson, B. J.
CHANG, CHARLES, "To Hedge or Not to Hedge: Revenue Management and Exchange Rate Risk," 301.
CHENG, LAI-YU, see Yang, C.-C.
CHENG-HUA, TSAI, CHEN SHYH-JER, and FANG SHIH-CHIEN, "Employment Modes, High-Performance Work Practices, and Organizational Performance in the Hospitality Industry," 413.
CHOI, KYUWAN, JOHYE HWANG, and MYOUNGJU PARK, "Scheduling Restaurant Workers to Minimize Labor Cost and Meet Service Standards," 155.
CLARK, RONALD A., MICHAEL D. HARTLINE, and KEITH C. JONES, "The Effects of Leadership Style on Hotel Employees' Commitment to Service Quality," 209.
CROSS, DAVID Q., see Cross, R. G.
CROSS, ROBERT G., JON A. HIGBIE, and DAVID Q. CROSS, "Revenue Management's Renaissance: A Rebirth of the Art and Science of Profitable Revenue Generation," 56.
DeKAY, FREDERICK, REX S. TOH, and PETER RAVEN, "Loyalty Programs: Airlines Outdo Hotels," 371.
DEV, CHEKITAN, KEVIN ZHENG ZHOU, JIM BROWN, and SANJEEV AGARWAL, "Customer Orientation or Competitor Orientation: Which Marketing Strategy Has a Higher Payoff for Hotel Brands?" 19.
DIENER, JEFFREY D., "Hotel Bankruptcies: Here Again—But with New Rules," 292.
ENZ, CATHY A., "Human Resource Management: A Troubling Issue for the Global Hotel Industry," 578.
ENZ, CATHY A., "The Physical Safety and Security Features of U.S. Hotels," 553.
ENZ, CATHY A., LINDA CANINA, and MARK LOMANNO, "Competitive Pricing Decisions in Uncertain Times," 325.
EYSTER, JAMES J., "Recent Trends in the Negotiation of Hotel Management Contracts: Terms and Termination," 259.
GRØNHAUG, KJELL, see Heide, M.
HANSON, BJORN, ANNA S. MATTILA, JOHN W. O'NEILL, and YONG HEE KIM, "Hotel Rebranding and Rescaling: Effects on Financial Performance," 360.
HARTLINE, MICHAEL D., see Clark, R. A.
HEIDE, MORTEN, and KJELL GRØNHAUG, "Key Factors in Guests' Perception of Hotel Atmosphere," 29.
HENDLER, ROM, see LaTour, K. A.
HIGBIE, JON A., see Cross, R. G.
HO, SUK-CHING, see Tse, E. C.-Y.
HONEYCUTT, EARL D., JR., see Magnini, V. P.
HU, CLARK, see RACHERLA, P.

INDEX

to

CORNELL HOSPITALITY QUARTERLY

Volume 50

Number 1 (February 2009) pp. 1-132

Number 2 (May 2009) pp. 133-272

Number 3 (August 2009) pp. 273-388

Number 4 (November 2009) pp. 389-588

Authors:

- AGARWAL, SANJEEV, see Dev, C.
ANDERSON, CHRIS K., and XIAOQING XIE, "Room-Risk Management at Sunquest Vacations," 314.
BECK, JEFFREY A., see Knutson, B. J.
BROWN, JIM, see Dev, C.
BURDETT, KENNETH, see Kelly, T. J.
CANINA, LINDA, "From the Editor," 6, 138, 278, 394.
CANINA, LINDA, see Enz, C. A.
CHA, JAEMIN, see Knutson, B. J.
CHANG, CHARLES, "To Hedge or Not to Hedge: Revenue Management and Exchange Rate Risk," 301.
CHENG, LAI-YU, see Yang, C.-C.
CHENG-HUA, TSAI, CHEN SHYH-JER, and FANG SHIH-CHIEN, "Employment Modes, High-Performance Work Practices, and Organizational Performance in the Hospitality Industry," 413.
CHOI, KYUWAN, JOHYE HWANG, and MYOUNGJU PARK, "Scheduling Restaurant Workers to Minimize Labor Cost and Meet Service Standards," 155.
CLARK, RONALD A., MICHAEL D. HARTLINE, and KEITH C. JONES, "The Effects of Leadership Style on Hotel Employees' Commitment to Service Quality," 209.
CROSS, DAVID Q., see Cross, R. G.
CROSS, ROBERT G., JON A. HIGBIE, and DAVID Q. CROSS, "Revenue Management's Renaissance: A Rebirth of the Art and Science of Profitable Revenue Generation," 56.
DeKAY, FREDERICK, REX S. TOH, and PETER RAVEN, "Loyalty Programs: Airlines Outdo Hotels," 371.
DEV, CHEKITAN, KEVIN ZHENG ZHOU, JIM BROWN, and SANJEEV AGARWAL, "Customer Orientation or Competitor Orientation: Which Marketing Strategy Has a Higher Payoff for Hotel Brands?" 19.
DIENER, JEFFREY D., "Hotel Bankruptcies: Here Again—But with New Rules," 292.
ENZ, CATHY A., "Human Resource Management: A Troubling Issue for the Global Hotel Industry," 578.
ENZ, CATHY A., "The Physical Safety and Security Features of U.S. Hotels," 553.
ENZ, CATHY A., LINDA CANINA, and MARK LOMANNO, "Competitive Pricing Decisions in Uncertain Times," 325.
EYSTER, JAMES J., "Recent Trends in the Negotiation of Hotel Management Contracts: Terms and Termination," 259.
GRØNHAUG, KJELL, see Heide, M.
HANSON, BJORN, ANNA S. MATTILA, JOHN W. O'NEILL, and YONG HEE KIM, "Hotel Rebranding and Rescaling: Effects on Financial Performance," 360.
HARTLINE, MICHAEL D., see Clark, R. A.
HEIDE, MORTEN, and KJELL GRØNHAUG, "Key Factors in Guests' Perception of Hotel Atmosphere," 29.
HENDLER, ROM, see LaTour, K. A.
HIGBIE, JON A., see Cross, R. G.
HO, SUK-CHING, see Tse, E. C.-Y.
HONEYCUTT, EARL D., JR., see Magnini, V. P.
HU, CLARK, see RACHERLA, P.

- HWANG, JOHYE, see Choi, K.
- JONES, KEITH C., see Clark, R. A.
- KARNIOUCHINA, EKATERINA, see Victorino, L.
- KELLY, THOMAS J., NICHOLAS M. KIEFER, and KENNETH BURDETT, "A Demand-Based Approach to Menu Pricing," 383.
- KIEFER, NICHOLAS M., see Kelly, T. J.
- KIM, SEUNGHYUN, see Knutson, B. J.
- KIM, WANSOO, CHIHYUNG OK, and MYONG JAE LEE, "Antecedents of Service Employees' Organizational Citizenship Behaviors in Full-Service Restaurants in Korea," 180.
- KIM, YONG HEE, see Hanson, B.
- KIMES, SHERYL E., and SONEE SINGH, "Spa Revenue Management," 82.
- KNUTSON, BONNIE J., JEFFREY A. BECK, SEUNGHYUN KIM, and JAEMIN CHA, "Identifying the Dimensions of the Guest's Hotel Experience," 44.
- KUO, CHEN-FENG, and DOUGLAS C. NELSON, "A Simulation Study of Production Task Scheduling for a University Cafeteria," 540.
- LATOUR, KATHRYN A., FRANCK SARRAZIT, ROM HENDLER, and MICHAEL S. LATOUR, "Cracking the Cultural Code of Gambling," 475.
- LATOUR, MICHAEL S., see LaTour, K. A.
- LEE, MYONG JAE, see Kim, W.
- LEE, SEOKI, see Park, S.-Y.
- LOMANNO, MARK V., "Cloudy, with a Chance of Sun: As STR Moves into Its Monthly Forecast Program, the Outlook for the Industry Remains Essentially Bland until Later Next Year," 404.
- LOMANNO, MARK, see Enz, C. A.
- LYNN, MICHAEL, and MICHAEL McCALL, "Techniques for Increasing Servers' Tips: How Generalizable Are They?" 198.
- MAGNINI, VINCENT P., and EARL D. HONEYCUTT JR., "Use of E-Mail Signature Files in the Hotel Industry," 510.
- MATTILA, ANNA S., see Hanson, B.
- McCALL, MICHAEL, see Lynn, M.
- NELSON, DOUGLAS C., see Kuo, C.-F.
- O'CONNOR, PETER, "Pay-per-Click Search Engine Advertising: Are Hotel Trademarks Being Abused?" 232.
- O'NEILL, JOHN W., see Hanson, B.
- OK, CHIHYUNG, see Kim, W.
- PARK, MYOUNGJU, see Choi, K.
- PARK, SUN-YOUNG, and SEOKI LEE, "Financial Rewards for Social Responsibility: A Mixed Picture for Restaurant Companies," 168.
- PIZAM, ABRAHAM, see Shani, A.
- RACHERLA, PRADEEP, and CLARK HU, "A Framework for Knowledge-Based Crisis Management in the Hospitality and Tourism Industry," 561.
- RAVEN, PETER, see DeKay, F.
- SARRAZIT, FRANCK, see LaTour, K. A.
- SHANI, AMIR, and ABRAHAM PIZAM, "Work-Related Depression among Hotel Employees," 446.
- SHERWYN, DAVID S., "From the Center," 4, 136, 276.
- SHERWYN, DAVID, see Sturman, M. C.
- SHIH-CHIEN, FANG, see Cheng-hua, T.
- SHYH-JER, CHEN, see Cheng-hua, T.
- SINGH, SONEE, see Kimes, S. E.
- SMITH, RANDELL A., "A Bleak Outlook with a Silver Lining," 12.
- SMITH, RANDELL A., "Pricing Power Evaporates: The U.S. Lodging Industry Demonstrated Signs of Resisting Discounting during the Early Part of the Recession, but the Past Six Months Have Been a Different Story," 286.
- SMITH, RANDELL A., "The Winds of Change Have Reached Gale Force," 147.
- SOHN, HEEJU, see Thompson, G. M.
- STURMAN, MICHAEL C., and DAVID SHERWYN, "The Utility of Integrity Testing for Controlling Workers' Compensation Costs," 432.
- SUNG, DYLAN, see Yang, C.-C.
- TEWS, MICHAEL J., and J. BRUCE TRACEY, "Helping Managers Help Themselves: The Use and Utility of On-the-Job Interventions to Improve the Impact of Interpersonal Skills Training," 245.
- THOMPSON, GARY M., "(Mythical) Revenue Benefits of Reducing Dining Duration in Restaurants," 96.
- THOMPSON, GARY M., and HEEJU SOHN, "Time- and Capacity-Based Measurement of Restaurant Revenue," 520.
- TOH, REX S., see DeKay, F.
- TRACEY, J. BRUCE, see Tews, M. J.
- TSE, ELIZA CHING-YICK, and SUK-CHING HO, "Service Quality in the Hotel Industry: When Cultural Contexts Matter," 460.
- VERMA, ROHIT, "From the Center," 392.
- VERMA, ROHIT, see Victorino, L.
- VICTORINO, LIANA, EKATERINA KARNIOUCHINA, and ROHIT VERMA, "Exploring the Use of the Abbreviated Technology Readiness Index for Hotel Customer Segmentation," 342.
- WALLS, AARON, see Woodworth, R. M.
- WEINBAUM, DAVID, "Assessing the Historical Performance of Hospitality Stocks: The Investor's Perspective," 113.
- WITHIAM, GLENN, "Executive Summaries of This Issue's Feature Articles," 8, 142, 281, 398.
- WITHIAM, GLENN, see Yang, C.-C.
- WOODWORTH, R. MARK, "Falling Industry Profits," 15.

- WOODWORTH, R. MARK, "Falling Profits—Rising Cap Rates," 151.
- WOODWORTH, R. MARK, "The Recession Is Over (Maybe)! Now What?" 407.
- WOODWORTH, R. MARK, and AARON WALLS, "Thoughts While Waiting for RevPAR to Grow," 289.
- XIE, XIAOQING, see Anderson, C. K.
- YANG, CHING-CHOW, LAI-YU CHENG, DYLAN SUNG, and GLENN WITHIAM, "Strategic-Pricing Policy Based on Analysis of Service Attributes," 498.
- ZHOU, KEVIN ZHENG, see Dev, C.

Departments:

- "Executive Summaries of This Issue's Feature Articles," 8, 142, 281, 398.
- "From the Center," 4, 136, 276, 392.
- "From the Editor," 6, 138, 278, 394.

Features:

- "Antecedents of Service Employees' Organizational Citizenship Behaviors in Full-Service Restaurants in Korea," Kim et al., 180.
- "Assessing the Historical Performance of Hospitality Stocks: The Investor's Perspective," Weinbaum, 113.
- "A Bleak Outlook with a Silver Lining," Smith, 12.
- "Cloudy, with a Chance of Sun: As STR Moves into Its Monthly Forecast Program, the Outlook for the Industry Remains Essentially Bland until Later Next Year," Lomanno, 404.
- "Competitive Pricing Decisions in Uncertain Times," Enz et al., 325.
- "Cracking the Cultural Code of Gambling," LaTour et al., 475.
- "Customer Orientation or Competitor Orientation: Which Marketing Strategy Has a Higher Payoff for Hotel Brands?" Dev et al., 19.
- "A Demand-Based Approach to Menu Pricing," Kelly et al., 383.
- "The Effects of Leadership Style on Hotel Employees' Commitment to Service Quality," Clark et al., 209.
- "Employment Modes, High-Performance Work Practices, and Organizational Performance in the Hospitality Industry," Cheng-Hua et al., 413.
- "Exploring the Use of the Abbreviated Technology Readiness Index for Hotel Customer Segmentation," Victorino et al., 342.
- "Falling Industry Profits," Woodworth, 15.
- "Falling Profits—Rising Cap Rates," Woodworth, 151.

- "Financial Rewards for Social Responsibility: A Mixed Picture for Restaurant Companies," Park and Lee, 168.
- "A Framework for Knowledge-Based Crisis Management in the Hospitality and Tourism Industry," Racherla, 561.
- "Helping Managers Help Themselves: The Use and Utility of On-the-Job Interventions to Improve the Impact of Interpersonal Skills Training," Tews and Tracey, 245.
- "Hotel Bankruptcies: Here Again—But with New Rules," Diener, 292.
- "Hotel Rebranding and Rescaling: Effects on Financial Performance," Hanson et al., 360.
- "Human Resource Management: A Troubling Issue for the Global Hotel Industry," Enz, 578.
- "Identifying the Dimensions of the Guest's Hotel Experience," Knutson et al., 44.
- "Key Factors in Guests' Perception of Hotel Atmosphere," Heide and Grønhaug, 29.
- "Loyalty Programs: Airlines Outdo Hotels," DeKay et al., 371.
- "(Mythical) Revenue Benefits of Reducing Dining Duration in Restaurants," Thompson, 96.
- "Pay-per-Click Search Engine Advertising: Are Hotel Trademarks Being Abused?" O'Connor, 232.
- "The Physical Safety and Security Features of U.S. Hotels," Enz, 553.
- "Pricing Power Evaporates: The U.S. Lodging Industry Demonstrated Signs of Resisting Discounting during the Early Part of the Recession, but the Past Six Months Have Been a Different Story," Smith, 286.
- "Recent Trends in the Negotiation of Hotel Management Contracts: Terms and Termination," Eyster, 259.
- "The Recession Is Over (Maybe)! Now What?" Woodworth, 407.
- "Revenue Management's Renaissance: A Rebirth of the Art and Science of Profitable Revenue Generation," Cross et al., 56.
- "Room-Risk Management at Sunquest Vacations," Anderson and Xie, 314.
- "Scheduling Restaurant Workers to Minimize Labor Cost and Meet Service Standards," Choi et al., 155.
- "Service Quality in the Hotel Industry: When Cultural Contexts Matter," Tse and Ho, 460.
- "A Simulation Study of Production Task Scheduling for a University Cafeteria," Kuo and Nelson, 540.
- "Spa Revenue Management," Kimes and Singh, 82.
- "Strategic-Pricing Policy Based on Analysis of Service Attributes," Yang et al., 498.

- "Techniques for Increasing Servers' Tips: How Generalizable Are They?" Lynn and McCall, 198.
- "Thoughts While Waiting for RevPAR to Grow," Woodworth and Walls, 289.
- "Time- and Capacity-Based Measurement of Restaurant Revenue," Thompson and Sohn, 520.
- "To Hedge or Not to Hedge: Revenue Management and Exchange Rate Risk," Chang, 301.
- "Use of E-Mail Signature Files in the Hotel Industry," Magnini and Honeycutt, 510.
- "The Utility of Integrity Testing for Controlling Workers' Compensation Costs," Sturman and Sherwyn, 432.
- "The Winds of Change Have Reached Gale Force," Smith, 147.
- "Work-Related Depression among Hotel Employees," Shani and Pizam, 446.